

ComuniCare™: Case Management & Clinical Decision Support Systems

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COMUNICARE STRATEGY

Aetna Health Businesses (AHB) is migrating its Utilization Management programs from a precertification transaction review process to a comprehensive case management strategy. This strategy will continue to position Aetna as a premier managed care insurance company in the 1990's.

To support the transition and delivery of this strategic offering, AHB is developing a new Comprehensive Case Management system with a family of integrated clinical decision support tools. These integrated systems provide full case management capabilities for the entire spectrum of care for a member/patient across all AHB health insurance products and customers. Knowledge base systems capture clinical information and provide service recommendations to AHB case managers. The clinical information, supporting guideline/policy, system recommendation and decision is stored in the case management system for local and central reporting.

COMUNICARE DEMONSTRATIONS

The system demonstration includes the following:

- . How information and knowledge engineering analysis tools and methodologies were used to design ComuniCare™.
- . Considerations for planning the rollout of a new distributed computing environment and national communications network.
- . Demonstration of the MedQuery™ clinical decision support system, an integrated set of artificial intelligence and high performance document retrieval tools for clinical protocols and guidelines. Color human anatomy images are also provided.
- . Demonstration of the comprehensive case management system, MedCase™, (e.g., precertifications, admissions, reviews, reevaluations, discharge planning, etc.).

ComuniCare™ provides complete audit capability for AHB's managed care business and provides flexibility in local medical management and reporting. This allows evaluation of clinical practice patterns with service quality and cost measures for operational, management and customer reporting.

UM BUSINESS BENEFITS

- . Allows AHB to improve customer and provider relations: systems have been designed to support programs that are focused on the improvement of customer and provider relations (e.g., enhancing local reporting, reducing provider call backs, etc.).
- . Decreases administrative costs and streamlines workflow: the service based workflow is supported and facilitated by integrated systems resulting in significant productivity improvements and operational cost savings.
- . Facilitates quality and consistent decision making: policy and clinical guidelines are authored centrally, distributed electronically and used locally, ensuring consistency in service policy implementation and decision making across AHB networks nationwide. Changes to clinical policy are distributed nationwide overnight.
- . Provides service flexibility: the distributed computing architecture provides flexibility in delivering functionality and information at local sites. National management and reporting is also supported by a central UM database.
- . Provides opportunity for the delivery of ComuniCare functions to physicians' offices.

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